



## Frequently Asked Questions & Answers Community Partner Basic Portal Training April 12, 2022

**Q: What if Nebraskans do not have an email account?**

**A:** An email account is not required in order to create an account. The user has the option to add an email address, or just create a username when creating their account.

**Q: When will this program go into effect? When is the launch date?**

**A:** We do not have a specific launch date at this time. However, we do have a soft roll out planned.

Launch 1 - The new iServe Nebraska Portal homepage will be available for anyone who clicks on the link from the DHHS website. However, when they click on apply for benefits or explore benefits, they will be routed to the ACCESSNebraska website.

Launch 2 – A select group of Community Partners, who have already been identified will receive a link to use when assisting applicants at their locations.

Launch 3 – The new iServe Nebraska portal goes live for all Nebraskans. However only a certain number of applications will be accepted each day so we can monitor bandwidth and performance. After the max number of applications for the day have been reached, all other applicants will be routed to ACCESSNebraska.

Launch 4 – Full go live.

Dates for all launches have not been determined.

**Q: How easy will it be for a person to upload documents?**

**A:** The upload process has not changed. Nebraskans will be able to upload documents as they do today.

**Q: In the past, we could submit multiple applications for clients under one account through Access NE. Will we need to help a client create their own username and password for iServe?**

**A:** A community partner could create their own account and submit an application on behalf of any number of Nebraskans like you do today. The Applicant, however, would need their own account and PIN to inquire about their benefit, to interact with ongoing correspondence, or to renew their benefits.

There is also the Guest account option which does not require a customer to have an account to complete their application. The guest experience could be used by Community Partners to submit applications.

**Q: If the iServe Nebraska website has links for ACCESSNebraska, will the ACCESSNebraska website have links for the iServe Nebraska site?**

**A:** Yes, in the 'useful' links section of the ACCESSNebraska main menu, there is a link to get back to the iServe Nebraska home page if necessary. In future launches, there will also be links to the 'Explore Benefits' Feature that was redesigned for iServe Nebraska.

**Q: To clarify, this new system will focus on Medicaid and Economic Assistance programs, correct?**

**A:** Correct. Nebraskans will be able to apply for Medicaid and Economic Assistance benefits.

**Q: Will the iServe Nebraska portal connect to the Marketplace?**

**A:** Yes, the iServe Nebraska portal Medicaid application questions will guide the applicant through a series of questions that result in either a Nebraska Medicaid application or a Marketplace request much like today. The question flow has been enhanced to assist the applicant in understanding this route and encouraging them to apply for Nebraska Medicaid.

**Q: What happens if someone clicks on the wrong area? If they are a current Medicaid recipient and click on iServe Nebraska vs ACCESSNebraska- are they re-directed?**

**A:** It depends. If they are trying to apply again, the iServe Nebraska Portal will allow them to submit a new application. If they are trying to update an existing account, there is an ACCESSNebraska link at the top of the page on the Portal to manage existing benefits. If they happen to click a wrong link, they should notice immediately whether they are in the right place to start a new application or update an existing account.

**Q: Some of our community Health care workers have their own login when completing applications. Can they continue using their login or do they need to create a login for each client?**

**A:** A community partner or internal staff member could create their own account and submit an application on behalf of any number of Nebraskans like they do today. The Applicant, however, would need their own account and PIN in order to complete a benefit inquiry or to interact with ongoing correspondence or to renew their benefits.

Also, there is also the Guest account option which does not require a customer to have an account to complete their application. The guest experience could be used by Community Partners to submit applications.

**Q: I am a caseworker. If I upload a patient's information, will it be sent to the right person?**

**A:** The current background processes have not changed, so documents that are uploaded will route as they do today.

**Q: How will Nebraskans who previously went to ACCESSNebraska to apply for benefits know they need to go to iServe Nebraska instead?**

**A:** They will not have to make that decision on their own. When they go to the DHHS homepage, the panel to apply for benefits, submit documents, etc. will route users directly to the iServe Nebraska Portal.

**Q: Are Phone numbers going to change?**

**A:** No.

**Q: Will all caseworkers now be trained in all programs?**

**A:** No. Nothing is changing for them on the back end. The consolidated application only shows for the applicant/the person helping the applicant, so at the moment, no cross training is required.

**Q: What if I am a case manager and helping someone to apply, is there a place to put my name?**

**A:** Yes, in the Personal Information section, there is an option to add an authorized representative or assistor.

**Q: Will there be two confirmation numbers?**

**A:** There will only be one confirmation number.

**Q: Will there be other languages in the future?**

**A:** Yes. Currently only English & Spanish are available, but they are looking to expand the language offerings in the future.